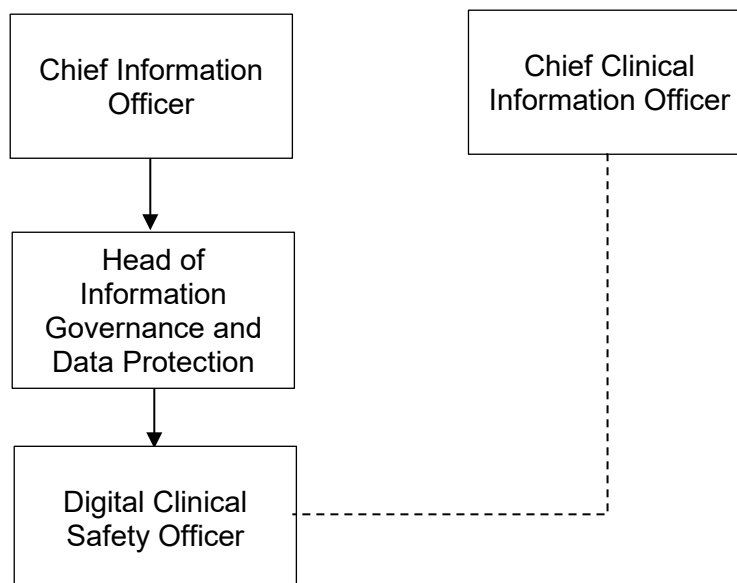


JOB DESCRIPTION

Job Title: Digital Clinical Safety Officer
Band: Band 7
Location: Flatts Lane
Directorate: Digital & Data
Accountable to: Chief Clinical Information Officer (CCIO)
Responsible to: Head of Information Governance

Organisation Chart



1.0 **Job Summary**

Attended Clinical Safety Training for Health IT (or willingness to attend) To act as a Clinical Safety Officer (CSO) ensuring effective clinical risk management is carried out on all existing Health IT systems and medical devices ensuring compliance with DCB 0160, Health and Social Care Act, 2012.

- 1.1 To manage and oversee the assurance of clinical safety cases related health IT software.
- 1.2 To ensure that all safety related risks associated with a health IT system are actively identified, managed and that appropriate individuals are aware of the risk, issues and what appropriate mitigations have been identified as part of the clinical safety case process.

- 1.3 To raise understanding and awareness of clinical risk management to internal staff, suppliers and key stakeholders to reinforce safety culture and adherence to the Clinical Safety standards.
- 1.4 To work closely with the key suppliers, internal stakeholders and NHS Digital to ensure organisational assurance is provided on the clinical safety of information systems we support.
- 1.5 With regards the procurement of new Health IT systems and medical devices the post holder will be responsible for implementing the clinical risk management processes and procedures across the organisation in accordance with DCB 0160 and the checking of DCB0129 documentation, Data Protection Impact Assessments and Medical devices regulations information from a manufacturer.
- 1.6 To support the implementation of the organisation's digital roadmap ensuring that effective clinical risk management is carried out during the full lifecycle of clinical systems and applications e.g. deployment, development and modifications/up-grades health IT systems.

2.0 Main Duties and Responsibilities Patient/client care

- 2.1 To engage with and provide highly specialist advice regarding clinical safety cases to the Head of Information Governance, clinical staff and key stakeholders (including senior managers).
 - 2.1.1 Provide clinical safety expertise to business areas, assuring the safety characteristics of health IT systems during manufacture, testing, deployment, and use.
 - 2.1.2 Raise any unacceptable safety risks of Health IT systems and medical devices which put patient care and safety at risk via the CCIO/Head of Information Governance, Digital and Data Management Meeting (DDMM) and Digital Programmes Assurance group (DPAG).
 - 2.1.3 Lead discussions in the reporting, investigating and resolution of clinical safety incidents impacting or with the potential to impact on patient safety and care.
 - 2.1.4 Contribute to the local and national clinical safety agenda as required.
 - 2.1.5 Demonstrate the advanced clinical skills required for the safe and effective assessment of clinical risks and patient safety across specialties that will support the use of digital technology to assist patient care delivery.
 - 2.1.6 Provide highly specialist clinical advice related to patient care delivered using digital tools.

2.2 Analysis and judgement skills

- 2.2.1 Undertake analysis of complex information which at times will be conflicting.

- 2.2.2 Use of own judgement to provide specialist advice to key stakeholders based on interpretation of statistical data/clinical risk which may be conflicting at times.
- 2.2.3 Having completed the clinical risk management process provides a recommendation to DPAG whether the Health IT system or medical device is safe to deploy.
- 2.2.4 Managing IT clinical safety incidents, ensuring that immediate safety risks are controlled, and the root causes are eliminated or consequences mitigated.
- 2.2.5 Working with the Head of Information Governance and key stakeholders, the post holder will ensure the appropriate due diligence has been given to all clinical safety requests with particular attention being given to clinical terms ensuring accuracy and appropriate presentation.

2.3 Responsibility for information

- 2.3.1 Maintain records and produce reports and materials which align with the required standards for clinical safety standards.
- 2.3.2 Work with and provides specialist clinical advice and reasoning in the wider IT department to identify and ensure the appropriate development of reports which assist teams in monitoring compliance with a range of clinical reports.
- 2.3.3 Regularly attend meetings, boards and steering groups with commissioners and Directors to present and appraise clinical information relevant to CSO safety cases.
- 2.3.6 Establish and maintain a clinical risk management file for the life of a Health IT system or medical device including the recording of decisions that influence activities undertaken in the clinical risk management file.
- 2.3.7 Be accountable for ensuring that all formal documents and evidence of compliance with the requirements of DCB 0160 are recorded in the clinical risk management file.

2.4 Policy development

- 2.4.1 The post holder will be responsible for the development and implementation of specific policies, procedures and guidance related to the role.
- 2.4.2 The post holder will work closely with senior managers and clinicians within the Trust and implement Trust wide policies and procedures related to the role.
- 2.4.3 Undertake regular audits to ensure that all relevant policies and procedures are adhered to on an ongoing basis. This will include monitoring the compliance of members of staff in teams that the post holder does not manage.
- 2.4.4 Be actively involved in the formal review of the organisation's clinical risk management process and planned and regular intervals.

2.5 Service Development

- 2.5.1 The post holder will be responsible for the development and implementation of standard work, policies and procedures and guidance in relation to the role.
- 2.5.2 Promote sustainable service improvement in line with the Tees, Esk and Wear Valleys NHS Foundation Trust Quality Improvement System.
- 2.5.3 Support the planning, developing, refining and evaluation of new digital health projects within the organisation by collaborating with key stakeholder within and external to the Trust.
- 2.5.4 Assist with end user acceptance testing, to ensure the system is clinically safe and any changes introduced meet clinically safe standards.

2.6 Responsibility for financial or physical resources

- 2.6.1 Use safely and maintain electronic equipment, including mobile phones, laptops, projectors used in the course of work.
- 2.6.2 Authorised signatory status up to £1000 for the procurement of small items.

2.7 People Management, Training and Development

- 2.7.2 Provide support to the other members of the team, involving day to day management, providing leadership and set out the required skills, monitoring performance and behaviour required of the team to deliver excellence.
- 2.7.3 Provide day to day specialist advice and supervision of staff within the IT Programme Management Team in relation to clinical safety, liaising with their Digital Programme Manager as appropriate.
- 2.7.4 Run Hazard workshops, to identify potential risks associated with the deployment and use of digital health applications and IT systems. This maybe in face to face or via video conferencing and will include large groups consisting of clinical staff, managers, information and technology security colleagues, manufacturers, service users, carers, developers and project management.
- 2.7.5 Communicate the content of new digital solutions with our training and workforce team.
- 2.7.6 Promote the role of the CSO and CSO procedures within the Trust.

2.8 Professional

- 2.8.1 Maintain a high standard of professional conduct in accordance with professional standards.
- 2.8.2 Attend relevant meetings, courses and seminars to maintain professional and personal development standards.
- 2.8.3 Ensure receipt of regular, robust and appropriate supervision.
- 2.8.4 Ensure compliance with professional bodies standards and maintain registration

and where required profession re-validation

2.9 Involvement in Formal Research Activity

- 2.9.1 To participate in research projects related to clinical safety.
- 2.9.2 Liaise with the clinical governance lead to ensure appropriate audits are developed and conducted to monitor and evaluate implementation of clinical safety cases.
- 2.9.3 Regularly conduct audit across and in partnership with clinical teams to ensure compliance with processes required for the effective implementation and embedding of IT clinical safety.

3.0 Freedom to Act

- 3.1. Organise, prioritise, and manage own workload independently.
- 3.2 Demonstrate professional and autonomous discretion achieving targets set within the parameters of the job with minimal indirect support.
- 3.3 Be accountable for own actions and advice given.
- 3.4 Participate in regular huddles to report progress to manager.
- 3.5 Act in accordance with the Professional Code of Conduct and other professional guidance of the relevant professional registration body to ensure professional accountability for personal actions.

4.0 Communication

- 4.1 Regularly communicate with clinical staff, managers, information and technology security colleagues, manufacturers, service users, carers, developers and project management across large groups or individually as required.
- 4.2 Encourage collaborative working with a wide range of partner organisations providing specialist knowledge.
- 4.3 Ensure effective communication that meets the need of both internal and external stakeholders by providing and receiving highly complex information.
- 4.4 Represent the Trust at clinical safety meetings at both a local and regional level.
- 4.5 There will be a need to deal with complex information and present this information in sensitive reports to operational services and corporate services.
- 4.6 Use advanced communication skills including persuasion, motivation, coaching and modelling to influence opinion and practice during emotive discussions.
- 4.7 To communicate effectively with all key stakeholders including:

- a) Trust senior managers
- b) Trust clinical staff (all clinical professional groups)
- c) Local Authority staff
- d) Carers
- e) Service Users
- f) Other Health Care Staff
- g) General Public
- h) Voluntary agencies
- i) User/Carer Groups
- j) DPAG
- k) Governance groups including Clinical Advisory Group (CAG) and DDMM
- l) National Clinical Safety Officers Group

5.0 General

- 5.1** To maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- 5.2** To be conversant and comply with the Trust's Health and Safety Policy and report as necessary any untoward incident or hazardous event.
- 5.3** To be aware of and adhere to all Trust Policies and Procedures.
- 5.4** To maintain and adhere to the necessary professional registration body requirements.
- 5.5** To participate in annual appraisal, training and personal development relevant to the role. To be responsible for personal development agreed with the line manager through the Personal Development Scheme and in line with the requirements of the Knowledge and Skills Framework.

6.0 Other requirements


- 6.1** The post holder will be expected to work flexibly within the organisational agenda. This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.
- 6.2** The job description will be reviewed in light of changing service requirements and such changes will be discussed with the post holder.
- 6.3** The post holder is expected to comply with the relevant Trust policies, procedures and guidelines including those related to Equal Opportunities, Health and Safety and Confidentiality of Information.
- 6.4** The post holder may be required to work at any of the Trust locations as required to meet the needs of the portfolio.


PLEASE NOTE:

This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<p>Current professional registration with a regulatory body within Health or Social Care</p> <p>Evidence of training or experience in an area of specialist knowledge that underpins a range of work practices contained within the portfolio for the post (i.e. AMH, MHSOP, LD, CYPS, Forensic)</p> <p>Evidence of effective advanced IT skills</p> <p>Attended Clinical Safety Training for Health IT (or willingness to attend)</p> <p>Completed Essentials of Digital Clinical Safety at: https://www.e-lfh.org.uk/programmes/essentials-of-digital-clinical-safety/</p>	<p>Clinical Safety Training completed</p>
Experience	<p>Highly developed specialist knowledge across the range of mental health work procedures and practices, underpinned by theoretical knowledge and relevant practical experience in a wide range of clinical mental health or LD Services</p> <p>Can demonstrate experience in a field of work where the specialist knowledge required for the portfolio of the post has been implemented and applied</p> <p>Can demonstrate experience of providing guidance, teaching or coaching to clinical staff</p> <p>Proven record in managing/influencing others to achieve common goals and meet deadlines whilst complying with policy and procedure</p> <p>Proven record in change</p>	<p>Managing people and teams</p> <p>Proven record in project management</p> <p>Delivery of service wide sustainable change</p> <p>Use of statistical data</p> <p>Past experience as a Clinical Safety Officer</p>

	<p>management</p> <p>In-depth understanding of the ways in which healthcare professionals use information and technologies in support of patient care</p>	<p>Tees, Esk and Wear Valleys </p> <p>NHS Foundation Trust</p>
Skills & Knowledge	<p>Highly developed knowledge of mental health and learning disability service models</p> <p>Knowledge and understanding of all legal and statutory matters in relation to the maintenance of clinical safety in the manufacture and adoption of IT health systems including the DCB0129 and DCB 0160 standards and requirements. Also Data Protection Impact Assessments and Medical Devices regulation requirements</p> <p>To have a knowledge and practical experience of assessing and managing risk.</p> <p>To be fully literate and able to communicate clearly complex information verbally and electronically in appropriate formats using advanced communication skills</p> <p>To have knowledge and understanding of confidential information management</p> <p>To be able to organise, plan and deliver complex activities and manage own workload</p> <p>To be able to follow procedures and protocols and effectively apply work systems</p> <p>To be able to demonstrate the range of specialist skills and interventions required to provide training</p> <p>To have the knowledge and theory that underpins evidence based practice across mental health and learning disability services</p> <p>Evaluation skills</p> <p>Training intervention styles and audio visual techniques</p> <p>Demonstrate motivation and</p>	

	<p>commitment to the effective functioning of the directorate</p> <p>Appreciation of the cultural, organisational, professional and technical issues around IT strategies within the NHS</p> <p>Knowledge of clinical terms and an ability to appraise these influencing others to agree requirements for reports requested</p>	<p>Tees, Esk and Wear Valleys </p> <p>NHS Foundation Trust</p>
Personal attributes	<p>Confident in dealing with senior colleagues and MDT members both internal and external to TEWV</p> <p>Remain calm and assertive under pressure</p> <p>Self-motivated and self-directed</p> <p>Ability to build relationships with a wide range of audiences and colleagues from a variety of organisational and professional backgrounds</p> <p>Ability to work both alone and with others.</p>	
Other requirements	<p>To be able to work flexibility across the Trust sites</p> <p>The ability to travel independently in accordance with Trust Policy</p>	



Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
 - respect – we listen, we are inclusive and we work in partnership
 - compassion – we are kind, we are supportive and we recognise and celebrate achievement
 - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet
<https://intranet.tewv.nhs.uk/our-journey-to-change>